

LIMITED LIFETIME WARRANTY



OVERVIEW

Computer Comforts, Inc. ("CCI") provides a lifetime structural warranty against defects. Computer Comforts, Inc. warrants that each piece of furniture will be free from defects in material and workmanship, given normal use and care, for as long as the original purchaser owns and uses the products. Normal use is defined as the equivalent of a single shift, 40-hour work week.

Subject to the limitations and exclusions herein, CCI, at its discretion and as the sole remedy under the Computer Comforts, Inc. Limited Lifetime Warranty, reserves the right to inspect, replace or repair a defective product or components with comparable product or components free of charge.

This warranty policy only applies to domestic United States sales and shipments.

LIMITATIONS: USE/CARE

- Warranty is limited to normal single shift use
- Warranty is limited to generally accepted care and maintenance of laminates, hardwoods, textiles, and whiteboard writing surfaces and are dictated by the materials manufacturer and passed on accordingly
- Laminate, whiteboard, and hardwood surfaces are subject to denting, scratching, staining, and/or gouging if not properly used and cared for (such as scratches caused by abrasion, metal, and/or sharp objects; discoloration, staining, and/or breakdown of material from exposure to heat or chemicals).

LIMITATIONS: SUB-MANUFACTURED COMPONENTS / ACCESSORIES

The Warranty period for accessory items which are not manufactured by CCI will vary, depending on the specific manufacturer's coverage. Please call for specific details on the warranty of any sub-manufactured item.

- Components
 - Power Lift Table Legs (5 years)
 - Ergo-Float "Sit-To-Stand" Mechanism
- Accessories
 - Monitor Arms
 - Keyboard Trays
 - Whiteboards
 - Power Solutions
 - Seating (Chairs, Stools and Soft Seating)

LIMITATIONS: NON-STANDARD AND CUSTOMIZATION OF PRODUCTS

- Non-standard and custom products developed by CCI will follow the warranty terms set forth in this Lifetime Limited Warranty unless otherwise specified in the applicable Statement of Work ("SOW").

WARRANTY EXCLUSIONS

This Lifetime Limited Warranty does not cover product misuse, abuse, or any cosmetic damage. CCI is not responsible for damage arising from failure to follow instructions, and other guidelines relating to the product's intended use. CCI is not responsible for injury or loss caused by or associated with the installation and/or use of product in any manner other than in strict conformance with the instructions set forth in its assembly and installation instructions, technical bulletins and/or product literature. CCI must be immediately advised in writing of any personal injury resulting from the use of its products.

WARRANTY EXCLUSIONS CONTINUED

In addition, CCI does not warrant damages or defects to its products under the following conditions:

- An act of God
- Unauthorized service or repair and unauthorized changes or alterations of the products
- Damage identified as freight or shipping related
- Vandalism or from other external sources
- Normal wear and tear which is to be expected during course of ownership
- Natural color variations, color fastness, occurring in laminate, plastics, paints, grain or texture of wood and other covering materials
- Non-compliance with assembly, installation, and maintenance instructions
- Defect, failure, or damage arising from or in connection with modifications to or repairs of the products performed by any party other than seller
- Combination of the products with any other technology, equipment, hardware, cabling, software, or other materials installed by customer
- Product abuse, negligence, misuse, outdoor use, modifications or alterations not authorized by CCI or improper care and maintenance of products
- Incidental or consequential damages such as lost profits, personal property damage, third party liabilities, damage to customer's property, and incompatibility of product with customer's flooring or other customer property
- So-called "ghost" indentions and similar damage caused by the failure to use appropriate writing makers or desk or writing pads
- Abnormal atmospheric or environmental conditions

All warranty claims are subject to CCI-approved inspections. Disputes may involve independent 3rd party evaluation.

VARIATIONS FROM WEB IMAGES, SAMPLES, OR PRINTED LITERATURE

Because of the custom nature of CCI product, variations can occur over time due to material availability for example. Therefore, CCI will not repair or replace furniture because it differs slightly from web images, samples, or other printed depictions.

MAKING WARRANTY CLAIMS

Follow these procedures to process warranty issues:

1. Contact CCI Customer Service (281-535-2288 or toll-free 1-855-428-9224) and provide them with the purchase order number or acknowledgment number and a detailed description of the warranty issue.
 - Customer Service will determine and pre-approve all resolutions to the claim such as replacements, parts, and labor charges. Any unauthorized charges will not be the responsibility of CCI.

***As a furniture manufacturer, we stand behind our craftsmanship and pledge to do everything we can to resolve any issues you may have within these warranty terms as quickly as possible.**

*CCI has the right to update and change the warranty at any time.